

HOPA
PORTS

HAMILTON
OSHAWA
PORT
AUTHORITY

Hamilton Oshawa Port Authority (HOPA Ports)
Accessibility Plan
2024-2027

TABLE OF CONTENTS

Land Acknowledgment	1
General:	2
About HOPA Ports	2
Requirements	2
Contact Us	3
Alternative Formats	3
Consultations	4
HOPA Ports' Action Plan:	5
1) Employment	5
2) The Built Environment	6
3) Information and Communication Technologies (ICT)	6
4) Communication, other than ICT	7
5) The Procurement of Goods, Services and Facilities	7
6) The Design and Delivery of Programs and Services	8
7) Transportation	8

LAND ACKNOWLEDGEMENT

HOPA Ports recognizes, with gratitude and respect, our presence on the traditional territories of the Haudenosaunee, Anishinaabe and Huron-Wendat Nations. We acknowledge that HOPA's port lands are, in Hamilton and Niagara, situated on the treaty territory of the Mississaugas of the Credit First Nation, under the Between the Lakes Treaty and the Dish With One Spoon Wampum Agreement; and in Oshawa on the territory covered by the Williams Treaties. We stand with our Indigenous neighbours in celebrating and protecting the lands and waters of the Great Lakes, and all they provide: life, resources, transportation and trade.

GENERAL

About HOPA Ports

HOPA Ports is an integrated network of multimodal transportation assets on the Great Lakes, supporting Ontario's industries and facilitating trade. By investing in high-quality infrastructure and prioritizing sustainability, we're building prosperous working waterfronts in Ontario communities. HOPA Ports is one of 17 Canadian Port Authorities, responsible for the Port of Hamilton, the Port of Oshawa, and marine-multimodal properties in the Niagara Region. We are financially self-sufficient; our revenue comes from our real estate and shipping operations, and we reinvest our profits back into our ports and port cities. We are a small but mighty team of nearly 70 employees. Together we proudly manage Ontario's largest and most successful port network, and we strive to do our job in a way that protects the environment and enhances our community.

Requirements

As a federally regulated organization, HOPA Ports is governed by the Accessible Canada Act (ACA). The ACA is a federal law enacted by the Canadian government to promote and ensure equal access and inclusion for persons with disabilities. The ACA applies to all federally regulated industries including private companies, organizations and government agencies. The law requires entities with more than nine employees to:

- Prepare and publish an initial Accessibility Plan;
- Establish accessibility feedback process;
- Report annually on the progress towards the plan and address any feedback received, and
- Our Accessibility Plan must be reviewed every three years in its entirety and published.

At HOPA Ports, we continuously strive to be an accessible and inclusive organization. Guided by the principles of accessibility, inclusion and social justice, we aim to eliminate barriers and promote opportunities for full participation in all areas of life. We acknowledge the diverse perspectives of individuals with disabilities and affirm our dedication to fostering an environment that is welcoming, supportive and empowering.

HOPA Ports employees are working together to implement our Accessibility Plan. This plan will ensure that the work we undertake to achieve accessibility is sustainable and covers all areas outline in the ACA.

CONTACT US

HOPA Ports is committed to providing an open and transparent feedback process. To provide feedback or request alternative formats of this Plan, please contact HOPA Ports through one of the following methods:

Contact: Kat Hayward, Coordinator, Culture and Performance
Direct mail: HOPA Ports, 605 James Street North, Hamilton, ON L8L 1K1
Email: khayward@hopaports.ca
Phone: (905) 525-4330 Ext. 2254

Those who are hard of hearing are invited to contact us by using free Video Relay Service:
[Home - SRV Canada VRS](#)

Alternative Formats:

If you would like to receive this plan in an alternative format, please contact HOPA using the contact information above for the following formats:

- Print, Large Print and Electronic – delivery within 20 days
- Audio, Braille – delivery within 45 days

CONSULTATIONS

The ACA requires HOPA Ports to consult with persons with disabilities to better understand the current state of accessibility within the organization. Our Accessibility Plan has been developed with the participation of employees and various stakeholders. Consultations have informed us of barriers, and potential barriers, as well as actions to remove and prevent them. This section outlines our consultations.

Employees with and without disabilities were invited to participate in an anonymous online survey to identify accessibility barriers at HOPA Ports. This survey was shared through our internal email platform. We asked employees with disabilities to share their experiences of accessibility barriers (if any) and invited employees without disabilities to share feedback they may have witnessed (if any). Most of the responses were in relation to barriers in our built environment including round doorknobs, pedestrian man gates and boardroom/workspace acoustics.

We also made efforts to consult with external stakeholders including: Hamilton Centre for Civic Inclusion (HCCI) – who kindly forwarded our inquiry to Disability Justice Network of Ontario; Canadian Hard of Hearing Association – Hamilton Branch, and Canadian Council of Blind – Hamilton Branch.

HOPA PORTS’ ACTION PLAN

Our Action Plan is divided into seven areas governed by the ACA:

- 1) Employment;
- 2) Built environment;
- 3) Information and Communication Technologies (ICT);
- 4) Communication, other than ICT
- 5) The procurement of goods, services and facilities;
- 6) The design and delivery of programs and services, and
- 7) Transportation.

The following timelines have been established for implementation:

Timelines	Description
Short term	Action initiated within 2 years
Medium term	Action initiated within 5 years
Long term	Action initiated within 10 years

1. Employment

HOPA Ports is committed to fostering an inclusive work environment free from barriers to accessibility. We have made conscious efforts to expand our Diversity and Inclusion initiatives to make the workplace inclusive for all. We have established ergonomic assessments, workplace accommodations, training workshops, and encourage under-represented groups to apply to HOPA Ports in our job postings. The following actions in the areas of employment will improve our ability to attract, recruit, promote and retain persons with disabilities:

Actions	Timelines
Add an accessibility tab to the HOPA Ports staff intranet	Short term
Update onboarding material with current information about the <i>Accessible Canada Act</i>	Short term
Create a formal process for candidates to request accommodations during the recruitment and interview process	Short term
Create a formal process for employees to request accommodations or confidentially disclose disabilities	Short term
Employee communication campaign to inform of new Accessibility Plan and services available to them	Short term

2. Built Environment

The Built Environment refers to all buildings directly owned and managed by HOPA Ports and includes how employees and persons with disabilities use the physical workspaces, and how the public accesses buildings. Our built environment includes a mix of industrial terminals, Multimodal spaces, a Marina, Maintenance Center, Harbour Master Security Office and corporate offices. HOPA Ports has a large variety of tenants at all facilities including industrial, commercial and food services. These businesses are responsible for accessibility on their leased property.

HOPA Ports has made recent upgrades throughout our facilities to promote a barrier-free environment. We recognize the work is not done and are committed to continuing our efforts to accessibility.

Actions	Timelines
Undertake a review of the built environment and create a schedule to identify when infrastructure will be assessed against accessibility standards.	Medium term
Ensure all future renovation projects include an accessibility review and upgrades undertaken will be accessible	Short term
Conduct a signage and wayfinding review incorporating accessibility	Medium term
605 James Street North doorknobs to be replaced with door handles	Short term
Review and update safety and emergency plans to ensure that accessibility is a component of safety and emergency plans for the public	Short term

3. Information and Communication Technologies (ICT)

The goal of ICT is to ensure the accessibility of digital content and technologies. ICT's include hardware, software, applications, and websites for both external and internal facing systems for employees, customers, and the public. We aim to identify ways to remove barriers in our existing ICT infrastructure and enable all employees and guests to engage fully with HOPA Ports.

Actions	Timelines
Enhance Accessibility of digital content across all ICTs by implementing accessibility features on all platforms and	Short term

inform users that site content is available in different formats upon request.	
Review and revise current policies for inclusive language and accessibility	Short term

4. Communication, other than ICT

Actions in Communication, other than ICT, aim to eliminate barriers to inclusive and accessible communication with employees and the public. Equal access to information is essential and HOPA Ports always seeks to improve how information is conveyed to the community and employees.

Actions	Timelines
Review current communication documentation (guidelines, programs, policies, etc) to identify any gaps in detailing appropriate minimum accessibility standards as detailed by the Government of Canada	Medium term
Investigate our Intranet accessibility features to better understand how we can reduce barriers	Short term
Continue to investigate and implement accessibility features on our website	Short term

5. Procurement of Goods, Services and Facilities

The area of Procurement of Goods, Services and Facilities refers to the way in which HOPA Ports acquires goods, services and construction to execute capital infrastructure projects, maintain operations, and support its various lines of business with the intention of being used by employees, customers, partners, and the public.

While working to incorporate accessibility into our procurement framework, we recognize the importance of considering accessibility within procurement processes and remaining flexible to adapt to the needs of supplies, staff and other stakeholders.

Actions	Timelines
Further develop our understanding of accessible procurement processes through consultation and education	Short term
Identify existing barriers within the current procurement framework	Medium term
Review solicitation and contract documents to ensure appropriate language and clauses are included	Medium term

6. Design and Delivery of Programs and Services

Actions in Design and Delivery of Programs and Services aim to create programs and services that are accessible, both internally and externally.

Actions	Timelines
Communicate commitment to accessibility to employees and public	Short Term
Review the need for program and services accessibility guidelines outlining planning requirements and messaging for events	Medium Term
Research and identify training opportunities for our customer facing employees	Medium Term

7. Transportation

The purpose of transportation area is to identify and remove existing barriers and prevent the creation of new barriers to port facilities. HOPA Ports is not responsible for the transportation of members of the public.

Actions	Timelines
Ensure access to port facilities is accessible by reviewing the pedestrian access points on HOPA properties and implementing changes or providing alternative entrances to access such areas, where applicable	Short term